

IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~striketrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please CANCEL claim 2 and AMEND claims 1, 10, 11 and 12 in accordance with the following:

1. (currently amended) A method of collectively managing management information about a plurality of customer service devices, and managing operations of said plurality of customer service devices based on said management information, said method comprising ~~the steps of:~~

(a) registering said management information in a data storage as a management database;

(b) creating a plurality of actions to operate each customer service device, by processing ~~based on~~ said management information, each action corresponding to a condition of said each customer service device;

(c) registering said plurality of actions in the data storage as an action database;

(d) selecting an action, by referring to the action database in the data storage, in accordance with condition information supplied via a network from said each customer service device, the supplied condition information corresponding to the condition of said each customer service device; and

(e) transmitting an instruction indicative of taking said action with respect to said each customer service device;

wherein said management information registered at the step (a) includes management information regarding said each customer service device and contract information about an administrator of said each customer service device and an assignee of management of said each customer service device.

2. (cancelled)

3. (original) The method as claimed in claim 1, wherein the step (b) comprises the step of creating the action corresponding to each condition of said each customer service device.

4. (original) The method as claimed in claim 3, wherein the step (c) comprises the step of registering the action for said each condition of said each customer service device.

5. (original) The method as claimed in claim 1, wherein the step (d) comprises the steps of:

selecting a customer service device corresponding to said supplied condition information among said plurality of customer service devices; and

selecting the action corresponding to said supplied condition information among said plurality of actions registered at the step (c) for the customer service device.

6. (original) The method as claimed in claim 1, wherein the step (d) comprises the steps of:

judging one or a plurality of types of the condition information totally; and

selecting the action corresponding to a result of judging the one or the plurality of types of the condition information totally, among said plurality of actions registered at the step (c).

7. (original) The method as claimed in claim 1, wherein the step (d) comprises the steps of:

registering said supplied condition information and identification information about a customer service device taking the action according to said supplied condition information, as history information; and

selecting the action corresponding to said history information and said condition information among said plurality of actions registered at the step (c).

8. (original) The method as claimed in claim 1, further comprising the steps of:

instructing a maintainer of said plurality of customer service devices to perform a maintenance operation according to said condition information; and

receiving information about a result of the maintenance operation from the maintainer.

9. (original) The method as claimed in claim 1, wherein said condition information is supplied from one of an administrator and a maintainer of said each customer service device.

10. (currently amended) A management device collectively managing management information about a plurality of customer service devices, and managing operations of said plurality of customer service devices based on said management information, said management device comprising:

a data storage;

a memory operable to store a program;

a processing device configured to execute the program stored in said memory to perform:

~~an information registering unit~~ registering said management information in the data storage as a management database;

~~an action creating/registering unit~~ creating a plurality of actions to operate each customer service device by processing, and registering said plurality of actions, based on said management information, each action corresponding to a condition of said each customer service device; and

registering said plurality of actions in the data storage as an action database;

~~an action selecting/executing unit~~ selecting an action, by referring to the action database in the data storage, in accordance with condition information supplied via a network from said each customer service device, the supplied condition information corresponding to the condition of said each customer service device; and

transmitting an instruction indicative of taking said action with respect to said each customer service device;

wherein said management information includes management information regarding said each customer service device, and contract information about an administrator of said each customer service device and an assignee of management of said each customer service device.

11. (currently amended) A recording medium readable by a management device, tangible embodying a program of instructions executable by said management device to collectively manage management information about a plurality of customer service devices, and manage operations of said plurality of customer service devices based on said management

information, said program including the ~~steps of~~:

registering said management information in a computerized data storage as a management database;

creating a plurality of actions to operate each customer service device, by processing ~~based on~~ said management information, each action corresponding to a condition of said each customer service device;

registering said plurality of actions in the data storage as an action database;

selecting an action, by referring to the action database in the data storage, in accordance with supplied condition information corresponding to the condition of said each customer service device; and

transmitting an instruction indicative of taking said action with respect to said each customer service device;

wherein said management information registered at the step (a) includes management information regarding said each customer service device, and contract information about an administrator of said each customer service device and an assignee of management of said each customer service device.

12. (currently amended) A management system, comprising:

a customer service device;

an administrative system administering said customer service device;

a maintenance system maintaining said customer service device; and

a management device connected to said customer service device, said administrative system and said maintenance system through a network,

wherein said management device includes;

a data storage;

a memory operable to store a program;

a processing device configured to execute the program stored in said memory to perform:

~~an information registering unit registering, in the data storage as a management database,~~ management information about said customer service device supplied from said administrative system; ~~an action creating/registering unit creating a plurality of actions to operate said customer service device by processing, and registering said plurality of actions, based on~~ said management information, each action corresponding to each condition of said customer service device; and

registering said plurality of actions in the data storage as an action database;

an action selecting/executing unit selecting an action, by referring to the action database in the data storage, in accordance with condition information corresponding to a condition of the customer service device_i; and

transmitting an instruction indicative of taking said action with respect to the customer service device, said condition information being supplied from said administrative system and said maintenance system;

wherein said management information includes management information regarding said each customer service device, and contract information about an administrator of said each customer service device and an assignee of management of said each customer service device.